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PRODUCTIVITY

Sustained skills deficits are placing IT departments under pressure



It would be nice to see more graduates coming out with IT skills, but I'm not seeing a significant impact on that, I'm not seeing that grow at all (...) it would be nice to see more people available in the market, but you just don't. We don't see them at the moment.

Head of ICT in the retail sector

Having played the role of first responders when pandemic-related disruption initially hit over two years ago, the IT department has been juggling challenges ever since. Our latest research identifies three prevalent areas impacting their agenda going forward: **workload struggles, technological complexity and skills shortages**. Across this three-part series about people issues in IT, we delve deeper into the impacts these challenges have on the wider organisation.

It is becoming increasingly difficult to recruit professionals with the skills that are needed to support the growth aspirations of IT departments. In this article, we investigate the skills that are highest in demand and which are the hardest to recruit for.

Many organisations are turning to outsourcing as the default solution to bridge the skills gap and to keep up with technologies that are rapidly evolving. Because of this constant evolution, it's rare that alternative solutions are seen to be stable or fixed enough to justify bringing them in-house. It's an immediate-term priority approach which may become the long-term solution to embracing emerging technologies.

The hardest skills to find

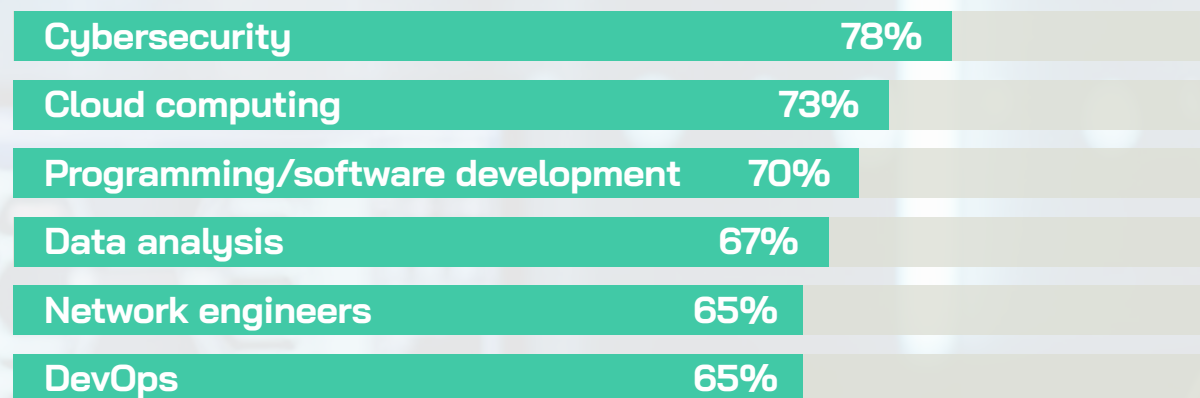


It is clear that there is a significant and growing talent shortage which is affecting organisations worldwide. The **US National Initiative for Cybersecurity Education** states that in 2021 there was an estimated shortage of 2.72 million cybersecurity professionals across the globe.

Organisations will struggle to keep up with the pace of change if they lack technological skills. In fact, 44% of respondents to Vanson Bourne's recent UK Productivity survey indicated that recruiting for skills that are in demand is set to be amongst the biggest challenges faced by their IT department in the next year.

Which skills are hardest to recruit for?

Top six of those considered challenging to some extent by ITDMs



The impact of the increasing pace of digital transformation, coupled with increasingly sophisticated cyberattacks, turbo-charged by the response of many organisations to COVID-19, is placing an even greater strain on IT departments that are challenged to be responsive but often lack the necessary manpower.

Tackling the talent shortage



I think the skills gap shortage is something that's affecting everybody in IT at the moment ...What we're trying to do now is to feed our own staff up through the chain.

Head of ICT in the retail sector


Many organisations are working as quickly as they can to address the IT skills gap and its wider repercussions. 84% of survey respondents note that this shortage of skills is impacting the ability of their IT department to support the wider organisation effectively.

92% of organisations are making further investments in response to the skills gap - with both an internal and external focus:



The IT skills shortage is no secret, and it's becoming a burden to organisations who are struggling to keep on top of the situation. Remote working introduced new challenges around cybersecurity which organisations need to address, however with the present shortage in staff, many have turned to outsourcing to bridge the skills gap.

The current IT skills shortages shows no sign of slowing down, and vendors must highlight their ability to support customers in their evolving challenges and demands.



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COMMUNITY

The network for technology insight

These survey findings are based on qualitative and quantitative interviews with 332 members of the Vanson Bourne Community, our insight network of IT and business professionals at the forefront of their industries. We regularly engage with our members to tap into their expertise and perspectives on the latest technology-driven trends facing their organisations today.

Whether you're looking for deeper market understanding or data to drive your strategy, insights from our expert community can help inform your thinking and test your hypotheses.

Our Productivity database and insight series harnesses Community insights to take a forensic look into the IT department, investigating the issues faced by tech teams in ever-changing times. You've just read the latest in our ongoing series, exploring the People issues in tech today.

Get in touch to learn more about these findings or to discover how the insights in our Productivity database can support your goals today:

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